

June 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7833A	06/09/03	5	TTY put agent on hold - thought it was no more that 3 mins and agent was not there when they got back. (no outbound). Supervisor said wld give info to appropriate supervisor to discuss with agent. No follow up required.	06/12/03	Agent did not remember call. Coached agent on the importance of responding in a timely manner also advised the agent of the consequences of disconnecting calls without TL approval. Agent understands.
7255za	06/12/03	5	Said agent was silent then hung up after number was given. Informed customer that I wld fwd to appropriate center and call will be handled. No follow up requested.	06/16/03	There is not an agent in this center with the ID# given. No further follow up possible.
7880A	06/12/03	5	Agent was very rude and hung up on caller during a very important unemployment call. Apologized to customer and said complaint wld be fwd to agents supervisor.	06/12/03	The agent ID number identified within the complaint is not assigned to any employee. The customer did not provide follow up contact info therefore further investigation is not possible.
7837A	06/13/03	26	Caller said every morning when he dials the macro that agent's computer sends is garbled. Said he wants legal action lawsuit to make her do her job. Apologized for inconvenience told caller wld notify Sprint repair and report the problem for him. Supervisor filled out trouble ticket # I000994580 for Sprint to check equipment notes info in computer. Noted info on computer. Agent did nothing wrong.	06/13/03	Agent followed Procedures. Suggested that customer have her equipment checked.
3331-I	06/16/03	5	Customer states that this agent didn't do her job correctly. The agent dialed the nbr and it rang then the phone just hung up. Let the caller know that a complaint wld be sent so that the issue could be investigated further.	06/22/03	Agent did not remember call. Coached agent on importance of not disconnecting customers.
7259za	06/16/03	21	Customer had asked agent to repeat but customer didn't understand and asked again for a repeat. The agent said "again" The caller asked for supervisor. Supervisor stated she could not understand caller. Apologized to the caller and gave her the customer service # that she has originally requested from other supervisor.	06/17/03	This supervisor did not handle this call. She was not here during this time frame. No further follow up possible.
5425	06/25/03	21	Customer said they always have problems when calling this one hotel. They have spoken with customer service several times. Their notes were supposedly updated to say unblock the call but nothing was in there notes. I took over the call and apologized for the inconvenience.	06/30/03	CA coached. Supervisor handled call and processed call without any complications. No further action required.

7855A	06/26/03	11	Didn't keep customer informed. They failed to keep the customer informed about the status of the call. Called vco friend heard vco on line agent never responded and lost call. Apologized to the customer.	06/26/03	Coached agent on the procedures to be followed when handling a vco call.
7279za	06/26/03	3	Customer complained that agent did not follow instructions when answering the call. Apologized to customer and assured him that agent's supervisor wld meet with the agent regarding this handling of this call.	06/30/03	Coached agent on the importance of following customer instructions and also advised agent to get supervisor's assistance when confronted by unusual circumstances. Called customer left msg informing customer that appropriate action had been taken regarding this complaint.
2572	06/26/03	3	Voice customer was very upset that relay opr refused to give # and before beginning to relay msg began typing voice customer instructions. Voice customer did not want there instructions typed. I informed customer that as an "outbound after understanding relay was acknowledged anything said by voice person wld have to be typed by CA. Follow up was offered and requested to have customer service follow up.	07/01/03	ID# is not known. I an unsure which center actually took the call. Unable to coach CA as CA was not known. Attempted to follow up with the customer but there was no answer.
7858A	06/28/03	5	Agent hung up never typed anything. Customer wants to know why the agent hung up. Apologize for problem. Said wld notify supervisor.	06/28/03	Agent aware of disconnect procedures. Did not hang up on customer. Coached agent on proper procedures.
4213Z	06/24/03	17	Agent wld not let customer finish typing DA. Agent kept interrupting. Trainer handling the complaint apologized to the customer and advised their supervisor wld be notified.	06/25/03	Agent remembers call and said tty typed ga and when agent started typing for voice user tty started typing again. TTY was getting mad at DA and whenever agent typed DA part of conversation tty kept interrupting. DA got mad and hung up.

July 2003

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3399-I	07/07/03	9	Customer stated that she informed the tty customer that they were not taking any more Medicare patients and the tty customer said whatever. The customer thought that the agent was the one that said that not the customer. She claimed the agent may have thought she laughed when she responded she claimed she did not laugh at all. Apparently the agent typed to the tty customer that the voice person laughed. the tty customer was not happy with the voice person for laughing and the voice person was not happy with the agent for typing that she laughed. Explained to the customer that if the agent heard what may have sounded like a laugh she was correct in typing that to the tty customer to make sure the call is as real as possible. Let her know that I would write this up and fwd it on to the appropriate center. Customer does not want contact.	07/08/03	Spoke to agent regarding typing everything heard. The agent is aware of typing everything heard and voicing everything typed. Will get supervisor in the future if needed.
7307za	07/09/03	2	Agent ignored notes and spoke to fast and wouldn't repeat. Apologized and assured customer info would be fed to call center and account mgr for follow up. Customer requested account mgr follow up.	07/16/03	Instructed agent to always read and follow customer notes.
7310za	07/10/03	6	Customer said agent's typing caused confusion during his call because of misspelled words and customer also said agent did not use the standard abbreviations. Apologized to the customer and assured him that the agent's supervisor would look into what had happened. No follow up required.	07/13/03	Agent remembers the call. Was asked to retrieve a msg but could not understand the ans mach and explained to customer and customer responded with that was not an excuse and then hung up. Agent was reminded to get a supervisor if help is needed on call.
3420-I	07/12/03	17	Customer states that this agent verbally told them to shut up and then hung up the phone on them when he was trying to place a call. Thanked the customer for letting us know and assured that a complaint would be sent in so that it could be investigated further. Customer did not ask for a follow up call.	07/12/03	There is no agent with that number in our center. No further action possible.

3422-I	07/13/03	17	Agent was rude and hung up on the tty user then was mumbling and agent said she was talking to her co-worker then would not redial to the nbr. Customer asked to speak to a supervisor and the agent transferred customer to customer service. Apologized to customer to customer service. Apologized to customer and told him the agents supv would be contacted. Customer would like a supv to call him back regarding this issue.	07/17/03	The agent nbr that the complaint is on is a Team Manager, which was not here at the time if the complaint. Reviewed system and the agent nbr was not used on the above date. Without additional info unable to resolve complaint. Made several attempts to contact the customer to verify the agent nbr was unsuccessful. 7/28 received additional info from customer svc stating that the customer had called and was unhappy that he was no called with a resolution. He gave a new nbr to call him on 7/28 after 1:30p. Attempted to call customer on 7/28 after 1:30p the line was answered Academy Sports and they did not know the customer.
7887A	07/14/03	17	Customer said this agent was rude to his wife. Agent made an ugly comment to her and customer is very disappointed with agent. Customer said agent had an ugly attitude. Thanked customer for feedback and assured supervisor would be notified. No call back needed.	07/29/03	While the agent has no recollection of the call as described by the customer the supervisor reviewed importance of professional courtesy with all customers. The agent is aware of consequences.
3429-I	07/15/03	17	Customer called to say that when he asked the agent for the time of day and the agent gave him all kinds of info that he didn't have any use for and was rude. Apologized to the customer. No call back requested.	07/16/03	Agent does not remember any call asking for time. Worked 8:15a to 12:15p and is also a female agent. Coached agent to be sure to get a supervisor if tty seems upset.
7318za	07/18/03	26	Complained that relay's typing is all messed up and cannot understand relay. Also relay does not respond when asked to transfer to Spanish. Supervisor typed apology followed by attempt to identify nature of problem. Caller interrupted with hello ga ga...ga followed by inbound disconnect msg.	07/18/03	Supervisor determined the problem as a technical issue with user's tty equipment as the inbound could not read msgs typed by relay. Supervisor was not able to gather additional information from the caller relating to the issue.
15227	07/19/03	5	Caller stated that the agent hung up on him. Apologized to the customer for the inconvenience and advised him that his complaint would be researched. Caller is requesting to be contacted.	07/19/03	This agent was not logged in at the time if this complaint. This agent is also male not female. Attempted to contact customer several times wit the number provided but was not able to get through. Kept getting a busy signal.
7907A	07/22/03	17	I just had a call from a patient and the relay agent was very rude and unprofessional. She made the call very confusing. I asked the agent for her agent # and she typed this to the customer which confused the customer. Apologized to the customer.	07/22/03	Coached CA on maintaining courteous tone. CA did follow correct procedure by typing everything that was heard.

7913A	07/24/03	7	Agent typing very slow and waited 2 mins for agent to type response. Asked to speak to a supervisor and waited 6 mins and no response from agent. Apologized and assured that a supervisor would call them back about this issue.	07/24/03	Coached agent on the importance of staying focused on calls and on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so. Attempted to contact customer several times and line was busy or there was no answer.
7981A	07/26/03	17	This agent was very rude. He didn't tell customer there was an agent change or there was going to be a change. He was constantly muting his mic during the call. Customer stated they heard him say they were weird. Felt he was making fun of the tty user with the tone he was using. Customer also states they heard agent humming and then answered in a rude voice. Feels the agent was very unprofessional. Apologized to customer and said I would document and fwd to a supervisor.	07/28/03	Agent does not remember specific call - received a break at 3:30 when leaving at 4 and said that was weird - does not remember humming, muting mic. TL advised CA not to mute mi, talk on calls, or hum. Also to watch the tone of voice and to maintain professionalism. It is not this agent's duty to announce call takeover by next agent.
7327za	07/28/03	5	Customer received a relay call. Agent repeatedly asked customer why she was screaming at him. Customer reports that the agent responded rudely repeatedly. Customer asked for the agent's ID#. The agent responded that he could not give the ID # as it wld disrupt the call. Customer responded that the agent was disrupting the call and asked for the ID again. The agent disconnected. Apologized and explained agents do have the ability to lower the volume and should do so without a comment to a customer. Also explained that agent's should give the id# whenever asked for it. Told customer that we would attempt to research the ID of the agent and take appropriate action. No follow up requested.	07/30/03	Research was unable to provide id and location of agent processing call. Without id nbr no specific coaching is possible.
7327za	07/28/03	17			

August 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7339za	08/06/03	3	At end of call customer asked agent to call someone else. Customer waited and nothing happened. There was no activity from the agent. Customer pressed # key to get her attention and there was nothing. Apologized for the incident. Wld like follow up email.	09/03/03	Coached CA on not hanging up on customers. Email sent to customer informing them of the resolution.
7342za	08/07/03	5	Voice caller phoned to relay because she thought that agent may have hung up on her. She also suggested that there may have been a technical problem because of her phone. I apologized and told her that I wld try to call her back after I spoke to the agent.	08/08/03	I spoke to the agent and he does not remember the specifics of the call. We talked about the consequences of disconnecting a relay call. I reminded him to report to a supervisor any technical line disconnects due to the PC malfunctions. I spoke to the caller and apologized for any inconvenience. She asked me to make a relay call and directed her to the 800 nbr.
3007J	08/10/03	24	Customer cannot call her son at home or at his cell nbr. Rep did try to with two different agents and both times got fast busy signal. CS rep then tried calling from office phone and call went through fine. Customer also says her husband can call thru regular line with no problem but she cannot get through using relay svc. Customer did request call back when the problem is fixed. Customer shows Verizon as COC in DB. TT# 1124918	08/13/03	Tech took care of it. Contacted Verizon and they updated their tandems to accept this caller as a Verizon Customer. Called and Resolved.
7947A	08/11/03	7	Customer complained that CA had slow response and stalled several times. No follow up. Apologized to customer.	08/11/03	Discussed with agent. She remembered the call. TTY asked several times why agent was stalling. Agent said it was voice person and she typed all the uh and uhms to indicate pauses. Reminded agent to get a supervisor if help is needed on a call.
7346za	08/13/03	1	Customer was telling agent to dial a number they gave him or her but they did not dial. IB disconnected the call while supervisor was attempting to gain more info about incident.	08/30/03	Discussed proper call processing techniques with agent. Agreed to follow.
3032-J	08/15/03	17	Customer states that this agent was rude to her and while she was talking to him on the phone. Thanked the customer for letting us know and assured that a complaint would be sent in so that the issue could be investigated further.	08/17/03	Discussed with agent. Reviewed proper call processing. She understands and will do so in the future.

3045J	08/20/03	7	Customer states the agent could not keep up with her. Customer advises that she didn't mind being paced on her call because she knows she talks fast but the agent was rude. Customer states the agent was constantly chewing gum and it was annoying. She recommends that the agent remove the gum when relaying and that he be coached on relay etiquette. Thanked the customer for calling and advised the supv wld be notified. No follow up requested.	08/26/03	Met with agent. He did not remember the call but stated that he does not chew gum and wld never be rude to a customer. Agent typing speed meets FCC regulations. Coached agent on appropriate way to pace customer and to always remain professional and never have any type of food in his mouth. Agent also advised on the consequences of eating while relaying.
3045J	08/20/03	17			
8529D	08/25/03	0	Customer complained that agent was a slow typist and was unresponsive after a Ga. Customer said they did not want a follow up contact due to being very busy with business. We apologized for the inconvenience caused and informed tty user this complaint wld be fwd to Ca's supv.	09/03/03	Discussed with agent. Reviewed proper call procedures and the need to stay focused on call.
7984A	08/26/03	17	Customer called stating that the agent was rude and used profanity. Customer was very upset because he is hearing impaired due to a car accident. Apologized sincerely for the inconvenience and told customer incident wld be documented to Team mgr for discussion.	09/03/03	Coached agent on importance of remaining transparent. Appropriate action was taken. Follow up letter sent to customer.
7604B	08/29/03	17	Customer states this agent said inappropriate things to him when I called in to give him a nbr. Then agent disconnected customer. This is very upsetting to the customer. Customer would like a follow up about what action was taken.	09/03/03	Coached agent on importance of remaining transparent. Appropriate action was taken. Follow up letter sent to customer.
7271Z	08/30/03	4	Agent did not type person hung up. Customer waited and finally asked if agent was still there agent responded you could hang up. Customer wanted to make more calls. I apologized for this occurrence and advised her supervisor wld be notified.	08/30/03	Met with agent. Coached agent on proper procedures to notify the customer when their party hangs up. Advised agent of the consequences of not keeping the customer informed.

September 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7635B	09/08/03	5	Agent called customer's DR office and then disconnected on the dr's office and then the customer. Assured customer agent's immediate supervisor wld be informed. Customer wants a callback.	09/08/03	Discussed with agent the importance of letting customer control the call. And also to never disconnect. Agent is aware of consequences of hanging up on a customers. Agent does not recall trouble ticket of keyboard locking up not sure if this was the call. Left a msg on tty ans mach with the resolution for customer.
7701B	09/18/03	3	Turbo code tty complains about request for inbound nbr to be blocked form outbound and wasn't. Customer says they know agent didn't block there nbr because they called customer back after they called them. Apologized for inconvenience - I told her this was documented and coaching on blocking caller id wld be enforced if necessary.	09/19/03	Agent was coached on the importance of following customers instructions. The agent does remember the call.
3125-J	09/18/03	3	VCO customer reported that agent misdiald nbr. VCO unable to alert agent of the misdial. Unable to communicate any further with agent. Agents need to be more careful when dialing nbrs. Too many mistakes better training is needed to dial out problems happening more often. Apologized for problem. Advised of opr dialing out the opr wld not know VCO was pressing keys to send tones advised complaint wld be fwd to supv.	09/18/03	Coached CA on paying close attention to customer instructions and nbrs given to assure accuracy.
3129-J	09/18/03	2	TX tty customer upset with CA using holding macro on his call. Customer notes specify not to use holding macro, and agent used holding macro 3 times even after customer requested then not to do so. Customer wanted to know why this happened. Apologized for problem explained agents are trained to follow customer notes and requests, and they must perform many functions simultaneously and that the error was surely not intentional. Customer does not want contact.	09/18/03	Discussed procedures with agent in regards to following instructions listed in customer notes.

3126-J	09/18/03	26	VCO customer receiving garbled msgs when calling TX relay VCO nbr entire ending macro garbled occurred on two most recent calls. Other garbled msgs during past calls. Apologized for problem encountered. Advised complaint wld be fwd to acct mgr and TT wld be fwd to relay tech. TT# I001220650 Customer requests contact from acct mgr.	09/19/03	No problem found. Suggested that customer check equipment.
7741B	09/27/03	21	This agent did not speak to ans phone. He immediately switched to tty. Then it rolled over and he did the same thing again. Apologized for the problem. Told customer supervisor wld speak to agent.	10/01/03	Agent does not remember call. He stated that if call came in on voice line he always automatically announces. We reviewed the procedure of how to process calls that come in on the wrong line and roll over.

October 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7373za	10/02/03	17	TTY caller said that agent bung up on voice person(who called him) before voice party was done. He also said that agent was "not friendly". Caller wanted to share concerns. He expressed his appreciation for Relay Texas. I told him that the information would be sent to the agent's supervisor who would address issues with agent. Caller did not wish follow-up.	10/02/03	Agent has not worked since sept 20th. It is now 10/10/03. Possible wrong agent#.
7375za	10/06/03	04	Caller instructed the agent to keep redialing to a busy number, the phone rang, was answered and then something froze. Apologized and informed customer that the report will be investigated. Customer requests follow up contact.	10/07/03	Supervisor spoke with the agent and addressed customer concerns and addressed the concerns regarding the response, which may be a technical problem. The technical problem is being investigated. Supervisor attempted to place follow up call to customer, however the number given is not in service.
3188J	10/11/03	05	A voice customer called saying that the agent continue hangs up and is very rude and that some male got on the line and said he was a supervisor, he did not appreciate being lied to. RCS: Apologized to the customer for the frustration and inconvenience and explained that a complaint would be filed.	10/12/03	CA was not working until 5am. CA said customer called around 5am and immediately asked for supervisor. There was only an assistant supervisor and at this time customer was not satisfied with assistant supervisor. Assistant supervisor then asked customer if he would to speak to customer service. Assistant supervisor then transferred customer. CA understands the importance of being polite as well as not disconnecting customer.
3188J	10/11/03	17			
7786B	10/13/03	3	Agent was talking too fast and would not slow down when I asked her> When I asked her to repeat because I couldn't understand what she was saying, she wouldn't. She only typed it to the caller I am hearing impaired also and she was very uncooperative and rude. Apologized to customer. Advised would sent this to CA's supervisor. No follow up.	10/13/03	Reviewed system report and this agent number were not logged in. The number has not been assigned at this time. Without further information unable to resolve complaint.

2691	10/16/03	17	Customer said agent was rude and nasty on numerous calls. I apologized to customer and said a customer complaint will be filed. Customer would like follow up by mail.	10/16/03	Met with CA. CA explained that she dialed the # he requested and reached a fast busy. CA explained the fast busy procedure in detail to supervisor and displayed proper Knowledge of procedure. CA explained to customer that call could not be completed. CA used the printed script. at this point customer became extremely rude and asked to speak to supervisor. CA followed proper procedures.
7811B	10/18/03	01	Agent did not respond when given a number to dial. Thanked customer for the info. On this situation. Apologized for the inconvenience and assured customer agent would be coached on proper procedures.	10/20/03	Coached agent on the importance of staying focused on all calls and to promptly respond to the customer.
7808B	10/18/03	4	CA did not do the job. "I gave her a long distance # and very long wait-30 seconds no dialing out but still connected to her but didn't inform customer what was going on. Thanked customer for informing us of the situation and assured customer agent would be coached by her TL about proper dial out procedures.	10/21/03	Agent does not remember the call. Discussed proper out dial procedure. Agent will call supervisor if problem. Knows to keep customer informed.
7801B	10/19/03	00	Agent not responding to TTY user. No follow-up. Apologized to customer, advised would be forwarded to supervisor.	10/19/03	Coached CA on importance of responding quickly.
2699	10/22/03	01	Customer wanted to complain about agents taking too long to dial out. Said CA was taking longer than usual to dial after number had been given. Apologized to customer and told him a complaint would be filed. Wants call back.	10/22/03	Operator was pulled for discussion. Coached operator on paying attention to the screen as soon as calls pop in. Dial out within 3 seconds is important to our customer service. I attempted to contact the customer, but the number was caller ID blocked and I could not reach him.
3232J	10/26/03	05	Customer states that she had made a previous call and the call had ended and she wanted to make a 2nd call and the agent hung up on her and she was not able to make her 2nd call. She called back in to relay to report the problem and said that supervisor did not seem to understand the problem at all when she tried to explain it. RCS response: Thanked the customer for letting us know and before ending the call the customer hung up in the middle of the call conversation with the rep. That makes the rep wonder if the customer may be having problems with the phone cord on jack. No call back was requested.	11/02/03	No error observed. TL asked customer for explanation but kept changing the story. Other TL came over to observe. That TL also saw no agent error. Customer refused to answer questions asked for cust. serv.

7383za	10/30/03	04	At the end of call customer asked the agent a question and the agent never responded. Customer disconnected w/o response from agent. Apologized and informed customer concern would be forwarded to call cntr for attention. No follow up requested.	11/03/03	Spoke with agent regarding complaint. Agent coached on the importance of keeping the customer informed and the appropriate way to handle situations like the above.
7994B	10/30/03	05	Asked agent to redial Waited a long time, but nothing. Then the agent hung up. Wants to know why? Apologized to customer and assured her that the agent's supervisor would be told.	10/31/03	We do not have an operator with this #. Customer did not leave any contact information, so I could not let him/her know what happened.

November 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7880B	11/07/03	5	Agent hung up on customer as they were trying to make a call. Apologized and thanked the customer.	11/11/03	Reviewed customer complaint with agent. The agent was not scheduled at the time the complaint was taken. Agent does not recall any situation when a call disconnected or where there was a technical problem. Agent assured supervisor that she wld never intentionally disconnect a customer.
7892B	11/09/03	17	Agent was very rude - typed to customer while she was plugging in - then asked what nbr to dial. Thanked the customer and assured agent wld be coached on proper call handling. He did not need any follow up.	11/10/03	Pulled agent for discussion. Agreed she had an attitude with the customer. It was explained that ach customer should be treated equally and no judgment should be made concerning our customers. They have the right to expect the best relay svc every time. Also reviewed call processing and that she should not talk to herself while on any calls as she can be overheard by customers. She agreed to do a better job.
3287J	11/11/03	3	Customer states his instructions were not followed. It is reported that he speaks ASL and types ASL. Customer advises he asked for a supervisor and the supervisor was not supportive of his concerns. Customer reports his instructions are typically understood and followed. Customer originally asked for a call back on this complaint but he had to hang up before he could provide his phone nbr. Apologized for the problem. No follow up requested.	11/24/03	Agent followed correct procedures.
2729	11/11/03	5	Customer said agent hung up on them. Had asked agent if heard ans mach because customer didn't understand and agent hung up. Apologized to customer and informed them a customer contact wld be filled out. No follow up necessary.	11/11/03	Followed up with CA. CA does not recall this particular call. And CA was coached on proper procedures regarding responding to the try's questions as well as disconnection.
6756X	11/14/03	5	Agent refused to process call for the tty user. TTY user gave # to agent. Agent kept asking how will you pay for the call. TTY user said dial the #. Agent hung up on the tty. Apologized to the tty user and informed him I wld let the team leader know. And the team lead wld speak to the agent. No follow up needed.	11/19/03	CA said this call came through on a restricted line and the CA asked how he wanted to bill the call. Customer had no way to bill and told CA to just dial it. CA was LD. CA said customer hung up and he did not disconnect tty user. Coached CA on requesting supv assistance and never disconnecting customers.

7904B	11/15/03	3	Gave agent nbr to dial. Said id carrier is SWBell She dialed it and got Sprint recording. Customer asked why didn't she use SWB. She said the nbr was for Sprint. Supervisor dialed nbr and got recording that said Sprint ins not your LD carrier. Then redialed # using all other carriers and got through. Told customer supv wld speak with agent about call procedures.	11/17/03	Coached agent on the importance of following customer instructions.
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December 2003

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7632C	12/02/03	0	Customer said agent did not reply after phone nbr was given. Customer waited 10 secs then hung up. Advised customer that supervisor wld be notified. No follow up requested.	12/08/03	Agent did not remember this call but was coached on importance of keeping focus on call.
7652C	12/07/03	7	Agent keeps trying wrong letters. Customer asked agent to type more clearly she typed back sk then no response. Had spoke to customer in a rude manner. Thanked customer for letting us know. Advised wld let agents supervisor know. No follow up requested.	12/10/03	Agent said the nature was typing fine but the customer was not receiving it right. CA did disable turbocode. Keep following procedures for garbling by disabling turbocode and garbling supervisor if having problems.
4652C	12/07/03	17			
7409za	12/15/03	17	Agent was sarcastic when caller asked that everything be relayed because it was a medical call. Apologized and assured agent wld be spoken with.	12/19/03	Spoke with agent who did not intend for comments to be taken as sassy. He was informing customer that he always relayed everything heard. If this happens again in the future agent will respond properly. Will call a supervisor of customer is dissatisfied with svc.
3395J	12/19/03	17	The customer advises the agent was out of line with her personal comment in the middle of the call. Customer reports the agent could have turned down the volume on the headset for her loud voice. Her rude comment was insulting to the customer. Thanked the customer for calling. Advised the supv wld be notified. Follow up requested.	12/19/03	CA was polite in telling the customer they could not understand her. CA understands not to say anything to customer but to adjust headset.
3399J	12/20/03	17	Customer reports the agent typed talk now to him several times but he is totally deaf and cannot speak. Customer states the agent was rude in assuming he could talk. Apologized for the frustration he experienced. The note in place possible VCO must be in place for another inmate. No follow up requested.	12/22/03	Agent does not remember call. Agent follows procedures for calls after investigating procedural knowledge.

January 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3484J	01/17/04	17	Customer says she usually hangs up when her calls from center that begins with 1 because they are distant and cold. The customer says most of 1 agents rarely respond when she thanks them for a call. The agent listed is an example. She did not mirror the caller and that was rude. Thanked the customer. Requests followup.	01/29/04	CA demonstrated correct mirroring procedure when in relay mode and in opr mode. Informed customer via phone that agent was coached and thanked customer.
2800	01/01/04	3	Customer called to say the agent was muting the microphone even though customer has asked them not to and then agent disconnected the call. Thanked the customer for letting us know and told them the info wld be sent to the appropriate personnel.	01/12/04	Discussed customer's concerns with agent. Reviewed proper call procedures. Agent remembers this call was originated from a cell phone. HE didn't disconnect the call was lost. Spoke with customer and informed them of the resolution. Customer satisfied.
3446J	01/07/04	7	Customer states the agent could have done a better job typing and when he reported the inaccuracy to supervisor he was no help. Customer states he knows his rights and he expects cooperation from the supervisor when he has a complaint against the agent. Apologized. No follow up requested.	01/27/04	Met with agent. Agent stated call was garbled and typed to caller that the text was garbled. Agent followed correct procedures.
7812C	01/13/04	3	Customer asked agent not to mute microphone. Agent continued and call was disconnected by agent per customer request. Tty waited for a response for 2 mins before calling back. Apologized to customer. Explained about procedure for disconnecting calls.	01/13/04	We currently do not have any of our agents that go by this ID#. Therefore we could not provide a written resolution at the present time.
3473J	01/13/04	7	Customer states he was not satisfied with the slow typing by agent so he asked to speak to a supervisor. Customer complained he was treated disrespectfully by supervisor. Customer advises supervisor failed to comply with his recommendation and expects cooperation from the supv when he has a complaint against agent. Apologized. No follow up requested.	01/15/04	Spoke with supervisor regarding cs expectations and how he will react to customers in the future.
7426za	01/15/04	3	Voice caller wants a word for word reading of the msg. The caller requested that during the call. Voice caller said agent was rude and unresponsive when she asked if anything had been typed since was not reading the msg promptly. Apologized and set up customer notes for caller requesting word - for word.	01/22/04	Agent does not remember call. Coached agent on following inbound customer requests and re-directing when customer talks to agents in a polite voice.
7426za	01/15/04	17			

7420za	01/16/04	3	TX customer stated the agent did not follow instructions to wait to leave a msg on a voice mail and instead read the msg to the secretary who answered the call. Apologized to the caller and explained that a supervisor wld speak to the agent. No follow up required.	01/19/04	Supervisor spoke with the agent to review the training manual procedures for handling this type of call.
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February 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7895C	02/01/04	9	Customer tired of agent giving false information. Thanked customer for feedback and assured agent's supervisor wld be notified. Wants call back.	02/02/04	Agent remembered call. She said she typed and read everything verbatim voice person said 'center' and agent typed it. TTY was then abusive to agent. Coached agent on getting TL if having problems with a call. Attempted to contact customer with resolution several times with no answer.
7436za	02/04/04	17	Voice caller reported the agent was rude to her when received a tty-v call. The agent requested a repeat of the greeting. The caller questioned the need for a repeat and the agent used the phrase, I am not part of the conversation. The caller asked for a call from agent's supv. Apologized for rudeness.	02/04/04	CA was assisting on this call. Agent asked voice person to repeat how she answered the phone and the voice person became very rude and irate. VCO initiated call and asked for supervisor to apologize to agent for her daughters rudeness.
7437za	02/04/04	17	Customer reported an opr as being rude. Customer does not recall the opr nbr. Opr raised voice several times during call stating to address the caller not the opr.	02/04/04	Supervisor apologized for the incident. Explained it may be difficult to identify the agent w/o the id nbr. Assured customer that agents should always speak in a polite manner. But cannot be involved in the call during relay. Customer ended call thanking supv for their explanation.
3006K	02/06/04	17	Customer states this agent was very rude when trying to place a call to his wife. When call was answered instead of putting the call through she instead came back on the line with him and told him no one was available. The caregiver later said the agent did not announce it was a relay call. He asked why she did not put him through and the agent said if you don't like it call customer service. Apologized for the problem and assured that a complaint wld be turned in so the problem could be investigated further. no call back requested.	05/04/04	Coached agent on proper procedures. Agent understands to remain professional at all times.
3081K	02/08/04	26	Caller reported garbling problem. I apologized for the problem and open TT 1001554183. Follow u required for resolving issue.	03/01/04	Account Manger called customer they fixed the problem by turning off turbo code feature on tty. They wanted to add customer notes to have agent turn off TC too.

2851	02/09/04	17	Voice customer said agent called him inappropriate names. I apologized and assured I wld fwd to the proper supervisor.	02/09/04	CA said she did not make these commitments and said there was laughing and joking the background while this customer was making comments to the supervisor. Coached CA on alerting TL to situations such as these and always remaining professional.
6869X	02/11/04	9	Agent was rude and misinterpreted the conversation. Said and typed things the caller and outbound did not say. Kept typing "hung up" when neither party was ready to hang up. Agent yelled at the outbound caller. Also agent called him names that the outbound did not say. Thanked the caller for the feedback and said wld pass this info to proper channels. Supv will contact caller for follow up.	12/15/04	Agent does not remember the call but did demonstrate knowledge of proper procedures. Called customer back and left a msgs with resolution and nbr to call me back if they had any questions.
6869X	02/11/04	17			
3083K	02/11/04	17	Voice customer said that this agent is always rude and he heard her talk to the person sitting next to her. Customer feels this agent is prejudice against him being a customer from the nbr he is dialing in from and should not talk about him tot he other agents. This customer has problems with most of the Spanish agents when they see who he is they are rude and hang up, He gave her his calling card info 3 or 4 times and the agent keeps telling him it is invalid or not the right nbr. Customer dials VCO to tty and sometimes hearing. HE hung up on this agent and called back and the next agent processed the call with no problems using the same calling card nbr. Apologized to the customer no follow up requested.	02/19/04	Agent stated when she verified the PIN # to the customer he became upset with her. When the agent advised the customer that she had rqstd a supv for assistance, the customer hung up. This incident was documented. Based on information, agent followed proper procedures.
7946C	02/12/04	5	Customer was on a call and the agent hung up on them. Her typing was off as well. Thanked the customer and said agent wld be coached.	02/13/04	Supervisor reviewed call with agent. Agent was confused on proper procedures.
7952C	02/13/04	17	Customer upset the agent attitude. Caller has taken relay calls for the 5 years and understands the service. Apologized to customer.	02/15/04	Agent followed procedures for redirection of voice and definition of role.

3092K	02/13/04	17	<p>Caller received relay call and the agent read the response which listed the caller's name and the customer said tell her...the agent told the customer they thought she had taken a relay call before that she needed to speak directly to the caller. At that point the customer became upset and told the agent they were being rude. The agent typed what was heard and the relay user thought it was directed toward them this caused a big problem and customer is very upset and states the agent was out of control customer has taken relay calls before and knows this is not acceptable behavior. Apologized to the customer advised the agent does not know who is calling unless provided prior to the call and requested to announce. Also advised agent is required to type what is heard. Customer asked if agent typed what they were saying when they were rude. Customer requests supv contact the relay caller to straighten this out. Customer requests contact asap.</p>	02/13/04	<p>Called the customer and apologized. Informed her we do not have agents with this id#. I also informed what to do in the future and how to use relay.</p>
7439za	02/17/04	6	<p>Customer frustrated with agent typing quality. Customer id issue it agent and requested corrections to spelling. OB became frustrated and hung up. Customer requested agent id# and the agent hung up. Supervisor apologized for the incident. Let customer know we wld investigate. Customer provided info for investigation. Supv apologized again and assured customer our goal is good svc to customer.</p>	03/02/04	<p>Discussed proper call handling procedures, also suggested use of CTRL U to disable turbo code might help. Talked about disconnecting customer's. Agent does not remember hanging up on any customer.</p>
3103K	02/17/04	26	<p>VCO customer receiving garbled msgs especially on incoming calls via relay TX Customer also experiencing problems connecting on incoming calls. Placed several test calls, discussed possible reasons for problems and could not determine any specific problems that may cause garbling or not to connect with relay in incoming calls advised TT and complaint wld be entered, TT I001567509 Customer requests contact from AM.</p>	02/17/04	<p>Tech made test calls and communicated with customer. Her VCO equipment is 10 years old - sometimes is a problem on and off. Maybe agent try issue on toggling between speech and tty. Told customer of possible problems and to call back if continues. Customer agreed.</p>
3107K	02/19/04	7	<p>Customer called to say agent typed very slow. Apologized for the handling of this call. No contact requested.</p>	02/19/04	<p>CA stated it was OB voice who didn't immediately speak after the GA this slow down the relaying process CA was coached to speed up the typing.</p>
3106K	02/19/04	4	<p>Customer called to say he constantly repeated hello when she was still on the in and this has been going on for awhile today. Apologized for the handling of the call. No contact requested.</p>	02/19/04	<p>CA does not remember call. She did demonstrate knowledge on how to process an inbound TTY and indicated she would send nbr you are calling to pls in order to get a # to place the call.</p>

7638D	02/25/04	17	Agent was rude and babbling to other people. This was a long distance call and agent kept asking voice person to repeat. Voice person to repeat. Voice person asked for another agent. Apologized and assured him immediate supervisor wld be notified.	03/01/04	Agent did remember call and said they informed VCO user that they were not able to hear voice. Agent said continued to keep VCO user informed for 29 mins unable to hear outbound. Agent was reminded to contact supervisor if having problems. Coached agent on the importance of being professional when speaking to customers.
7648D	02/28/04	33	Customer was trying to place a LD call and agent asked for his LD carrier twice. Customer was confused since she spoke with Sprint earlier and they told her they put SWB in as her carrier. It was in the customer notes.. Thanked for feedback and no follow up needed.	03/02/04	Coached opr on the necessity of reading customer notes and where to look for COCs not listed.

March 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7650D	03/01/04	5	Customer advised agent hung up twice and when he checked with person he was calling later, they said they did not hang up on him. Apologized and said I wld send info to the agent's supervisor.	03/05/04	met with agent who stated he would not hang up on a customer at any time. Coached on the importance of following procedures for all hang ups. Agent also advised of the consequences of hanging up on a customer.
7443za	03/05/04	5	Customer said agent hung up after dialing call. The customer called the person back to see what happened and the voice person said the agent disconnected the call. Apologized to the customer and assured customer we wld investigate to find out why the call was disconnected. Customer has tty printout. Wld like a call back.	03/08/04	Discussed proper call processing with agent and the importance on never disconnecting a call the agent understands the importance of following proper call procedures. Spoke with customer and informed them of the resolution. Customer satisfied.
2909	03/11/04	7	Customer said agent types too slow. Apologized for the inconvenience. No follow up requested.	03/12/04	Agent advised to type the rqd 60 WPM.
3191K	03/12/04	4	Caller reported a problem with the agent and supervisor. The agent did not identify the call as relay. The relay agent did not say anything for several minutes. . Caller said agent finally gave agent id and caller immediately asked for a supervisor. Caller said supv refused to give name or id nbr. Caller was explaining to supv that agent did not talk several minutes and also this talking time on his cell phone mins. At that moment supv said "in that case I won't take up nay more of your time" and hung up on caller. Caller said he called back to relay and got another agent. Caller asked for a supv. That agent muted caller left him on hold for several minutes then agent disconnected caller. I apologized to the caller for the problem and let them know a complaint wld be sent to mgmt. Caller wants a call back on this issue.	03/18/04	Spoke with both agents and supervisor involved in this complaint. Coached all on appropriate ways to handle calls. All stated they did not intend this to happen and didn't remember call with these specifics. Will follow procedures. Spoke with customer and let him know all parties were coached and apologized again.
7693D	03/13/04	3	TTY customer stated agent did not process call as instructed. Customer states after giving nbr to dial there was a long pause and agent never dialed nbr requested. Customer typed they could not stay on the line all day. No follow-up rqstd.	03/13/04	Agent stated call looped when agent started to process call and outbound hung up. Apologized and informed customer their concern wld be reviewed w/ agent. No follow-up rqstd.

7448za	03/23/04	4	<p>Agent outdialed and during recording typed (entering info TK u one moment pls) Customer asked how long wait wld be. There was no response form agent then greeting from agent different agent was received to start call over again. Customer believes he was transferred without notice during the middle of call after no response. Apologized to customer. Customer wld like call back.</p>	03/24/04	<p>Met with agent who stated when the customer asked how long was wait she typed opr did not know the recording did not specify. Agent did not transfer but was relieved from call. Based on investigation agent followed correct procedures. Attempted to contact customer several times but there is no answer.</p>
2930	03/26/04	9	<p>Voice person said Spanish opr did not translate accurately. Caused much confusion with son who is deaf. I told customer wld fwd this info to Spanish Relay.</p>	03/26/04	<p>No agent follow-up possible as no agent ID# provided. Informed customer of this and that the concern wld be brought to the attention of the appropriate dept. and that we wld monitor quality to ensure this does not happen again.</p>

April 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6928X	04/01/04	5	Agent disconnected long distance call. Thanked the customer for the feedback . Customer would like a call back.	04/17/04	Discussed proper disconnect procedures with agent. She will call a supervisor if in doubt whether or not she can disconnect. Tried to reach customer several times with no answer.
7783D	04/01/04	3	Agent would not type slowly. She would wait for the full phrase then begin to type. Agent was rude and would not give agent # when it was requested. Thanked the customer and assured her immediate supervisor would be notified.	04/02/04	Coached agent on flow, not interrupting voice person to ask them to speak quicker. Discussed maintaining transparency and giving agent # quickly and clearly when requested. Agent understood proper procedures and will call a supervisor immediately if customer is upset even at the beginning of the call.
2935	04/03/04	21	Customer was upset that he was unable to place an IB voice to OB tty international collect call. Agent transferred to customer svc instead. Once transferred customer waited one and one half hours then system disconnected He was not able to connect with customer service. Thanked caller for the information.	04/18/04	Reviewed call processing for international calls. Collect calls cannot be placed to an international number.
7800D	04/05/04	3	Customer thought agent was rude, Outbound voice asked for help on relay call since she was not very familiar with it. The opr typed everything to the tty user. Outbound did not want everything typed. At the end of the call outbound requested supervisor but was disconnected. Explained agents cannot get involved in conversation and system will automatically disconnect when the inbound hangs up.	04/06/04	Discussed with agent who stated that service was explained several times during the call. Agent also informed customer of automatic disconnect. Customer is not happy with relay procedures. Supervisor feels the agent followed procedures and no further action necessary.
4490z	04/07/04	20	Customer states that complaint has been filed previously and never received a follow up per his request. States there are times when oprs are not able to understand him at all. Customer has used the service for three weeks. Explained to customer that this is not possible and he understood. Customer wants follow up.	04/19/04	Emailed customer explaining that it is not possible to supply him with certain oprs schedules Suggested that when he got an opr he liked he could remember the time he called and maybe get the same opr in the same time frame. Explained that as he is a new customer he may find with different oprs handling his calls they will get use to his needs and better be able to assist him. Provided number to customer svc also.

3305K	04/17/04	8	The customer states she was not able to understand the msg the agent left on her answering machine. Typically msgs are clear but the agent quickly and without clearly enunciating gave a meeting place time and nbr to call. The customer does not have the information she needs. Apologized advised the supervisor will be notified. No follow up requested.	05/21/04	The agent number identified by the customer is not assigned to any employee. Customer does not want follow up. No further action is possible.
3346K	04/28/04	29	Caller said ID did not work. I apologized for the problem and opened TT I001733842. Follow up is requested.	04/30/04	Tech made test calls and it works fine. Might be an isolated incident where local ports were busy. Call customer and inform her of it and have her call us back if problem continues. DONE

May 2004

Tracking #	Date of Compl.	Cat. # of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
7929D	05/03/04	11	Customer stated special instructions were given for VCO calling to number to leave message - customer asked agent if she left message - agent told him no and hung up. Customer received an apology and was thanked for the information. No follow up was requested.	05/06/04	CA was coached on importance of processing calls according to procedure and being polite.
7951D	05/06/04	11	Customer stated that a supervisor told her that she needed to tell agents to type when the VCO answered the phone. When the customer told the agent this she kind of laughed and belittled the customer and said rudely that she was aware of the procedure. Customer was thanked for the information and informed that the issue would be investigated. No follow up was requested.	05/06/04	Talked to the agent and the agent remember the call. She was not intending to be rude when she chuckled. Reminded agent about the importance of voice tone and how it can be misinterpreted. Agent is aware of proper procedures for VCO calls and will get a supervisor in the future if needed.
9045N	05/22/04	29	Customer stated that operator asked for the number twice, took a long pause, and the customer was not sure if the operator read her or hung up. Apology was offered and informed the issue would be taken care of. No follow up was requested.	05/22/04	Operator pulled for discussion - said they were focused but there were several delays on that call and said that it went into ASCII mode. Coached operator on relaying that information to customer and remaining focused at all times.
7603E	05/16/04	6	Customer states agent did a poor job at spelling and grammar. Thanked the customer for letting us know and assured the supervisor would be notified.	05/17/04	Agent was coached on proper procedures to slow down callers or ask how to spell words.
7610E	05/18/04	19	Customer asked to be transferred to Spanish three times but never received a response. The agent then hung up on the customer. Customer was thanked for the information and was assured the agents' supervisor would be notified. No follow up was requested.	05/22/04	Discussed proper transfer processing with agent. Agent remembers tty caller requesting transfer to a Spanish agent which she did.
5493	05/23/04	3	Agent misdiald a number.	05/26/04	Discussed proper call processing and reviewed dial out procedure w agent.